Executive Office for Immigration Review (EOIR) Office of Information Technology (OIT)

OCAHO Portal Quick Reference Guide



Version 0.1 June 05, 2021 This page intentionally left blank

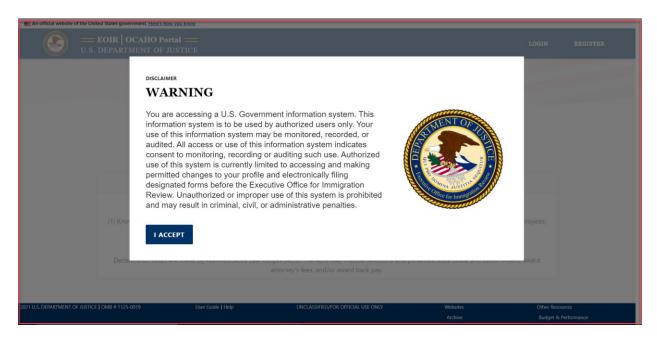
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1. Registering for OCAHO Portal

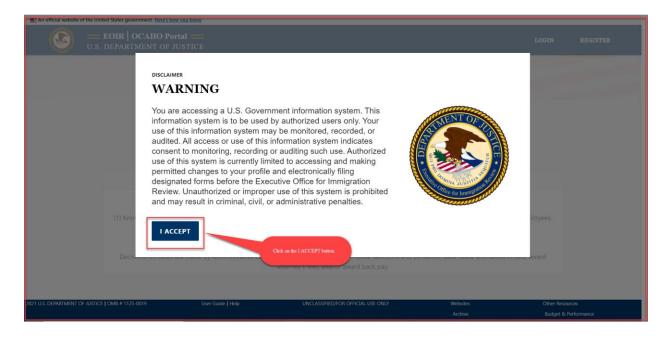
NOTE: It is recommended to use **Microsoft Edge**.

1. Open https://ocaho.eoir.justice.gov/

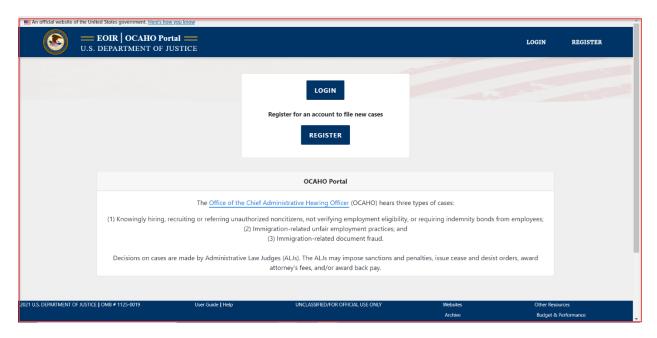
The **Disclaimer WARNING** pop-up message will be displayed.



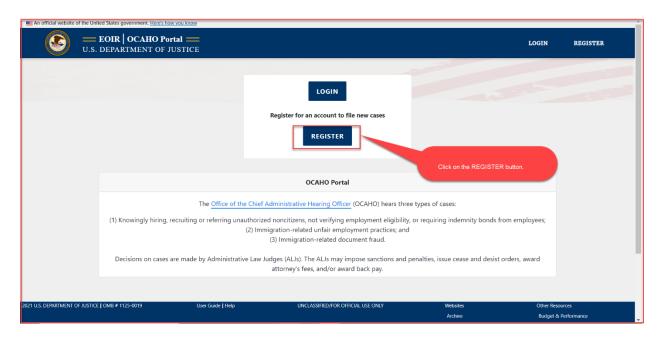
2. Click on the **I ACCEPT** button.



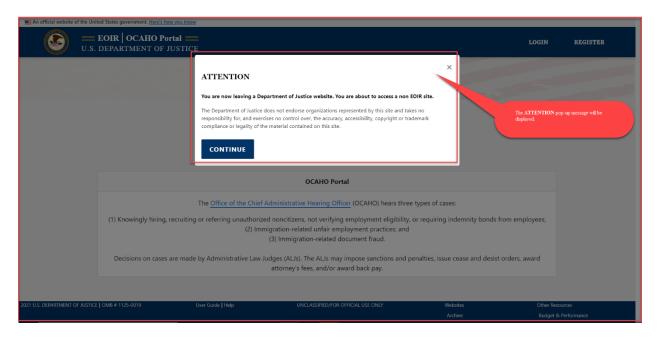
The OCAHO Portal Login/Registration page will be displayed.



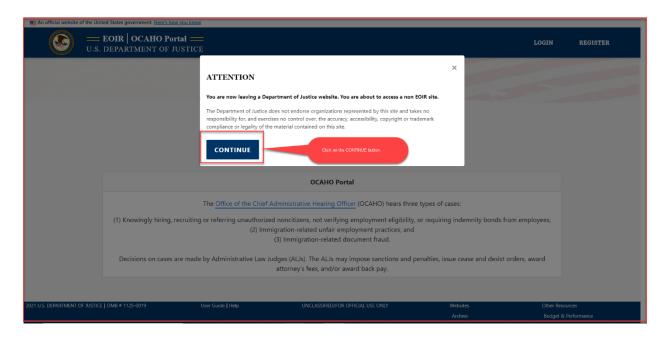
3. Click on the **REGISTER** button.



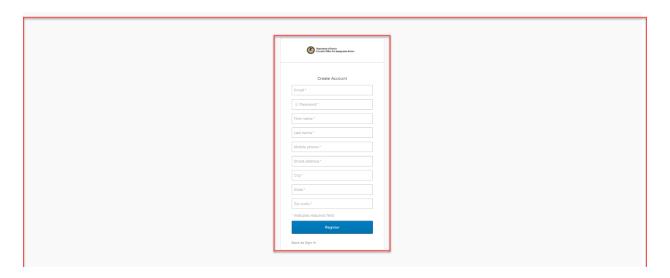
The **ATTENTION** pop-up message will be displayed.



4. Click on the **CONTINUE** button.



5. The **Create Account** page will be opened.

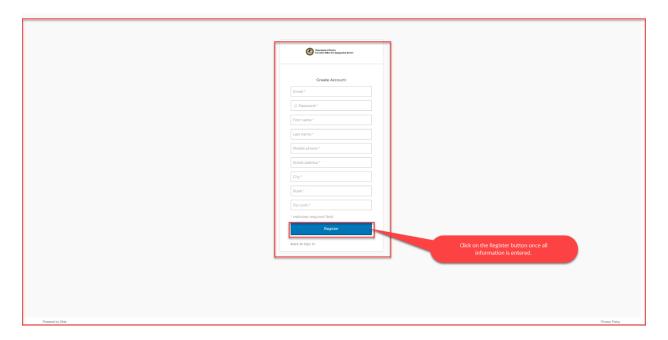


6. Enter your corresponding information into all the required fields under the **Create Account** form. It is crucial to specify the correct email address when registering in this form. Email addresses determine which case types are available to be filed on OCAHO Portal. Please see the table below for reference.

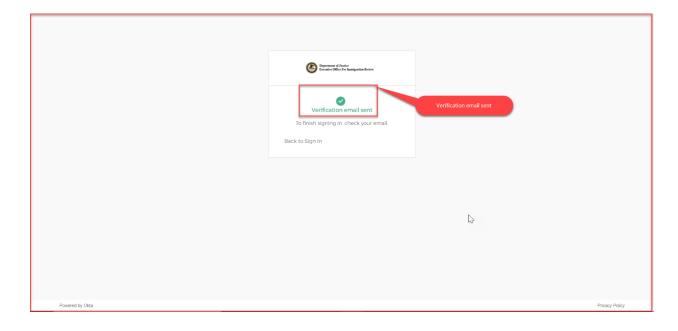
Email Address	Case Type Available to File
Domain	
dhs.gov	A (related to hiring/employing unauthorized noncitizens, verifying
	employment eligibility, requiring indemnity bonds),
	C (immigration-related document fraud)
usdoj.gov	B (immigration-related unfair employment practices), S (subpoena)
Any other email	B (immigration-related unfair employment practices)



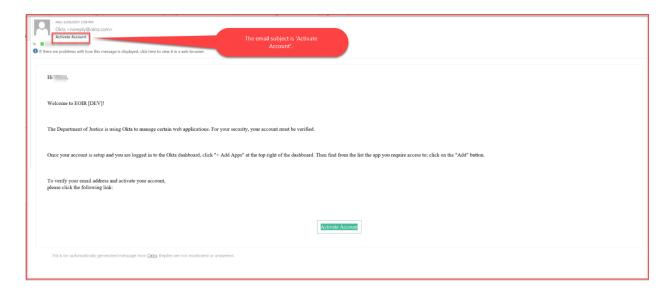
7. Click on the **Register** button once all information is entered.



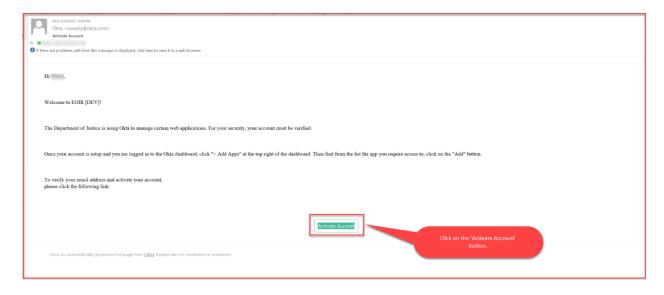
8. Wait for a few minutes for the system to send a verification email to the email address provided in registration. The page will refresh with a new message stating "Verification email sent."



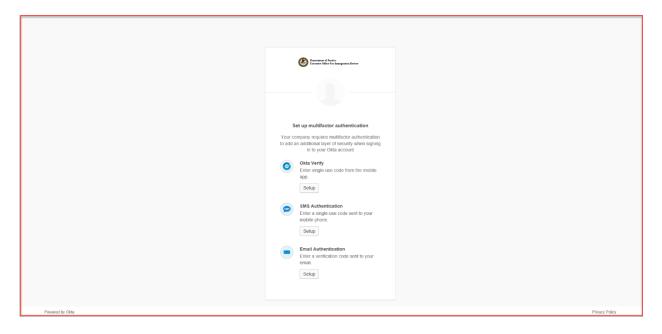
9. Open the associated email and verify that the email is sent from Okta. The email subject should be 'Activate Account.'



10. Read the email body and then click on the Activate Account button in it.



11. A new window will open with steps to set up multifactor authentication with the new account. This is required.

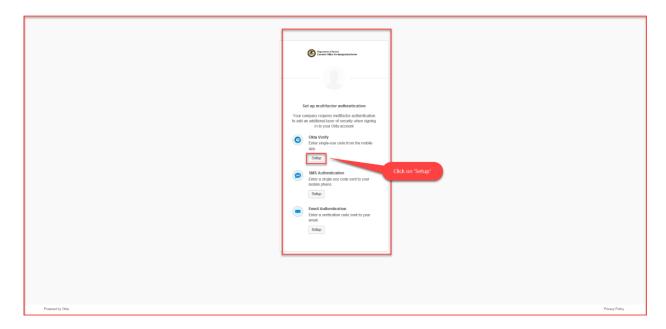


12. Choose one form of multifactor authentication. The options are: Okta Verify, SMS, and Email. SMS will be covered in <u>Section 1.2</u>; Email will be covered in <u>Section 1.3</u>.

1.1 Setting up Multifactor Authentication – Okta Verify app

Note: You will need your mobile device to set up multifactor authentication with Okta Verify.

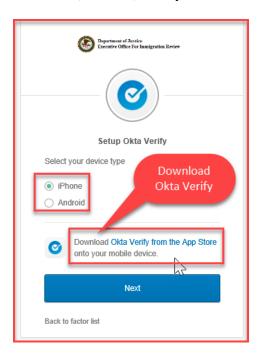
1. Click on the **Setup** button under the Okta Verify option.



2. Select your corresponding mobile device type on the **Setup Okta Verify** page.

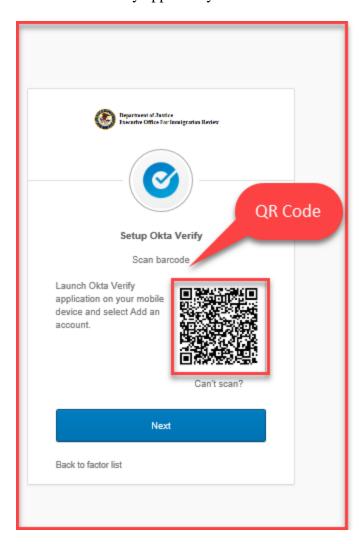


3. Now you will need to download Okta Verify from the App Store (iPhone) or Google Play Store (Android) onto your mobile device.

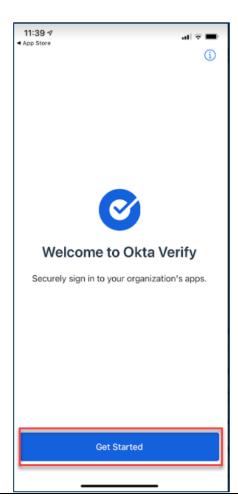




4. Click on **Next** on the computer screen. A QR code will appear that you will need to scan with the Okta Verify app from your mobile device.



5. Open the Okta Verify app on your mobile phone once it has been installed. Tap on **Get Started**.



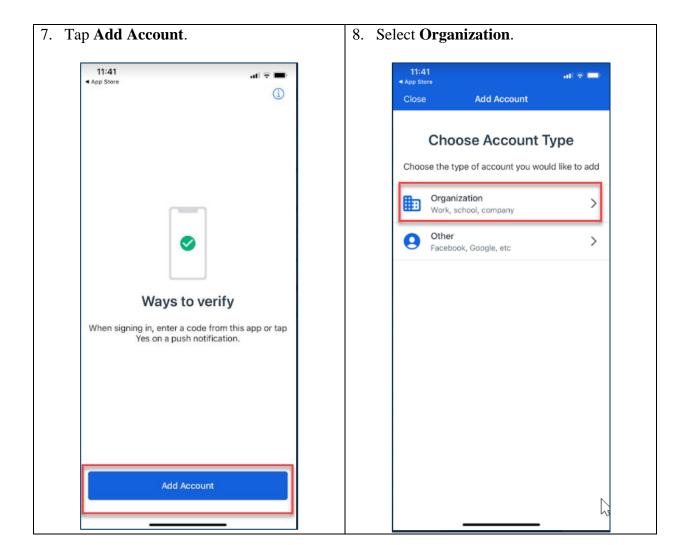
11:39

App Store

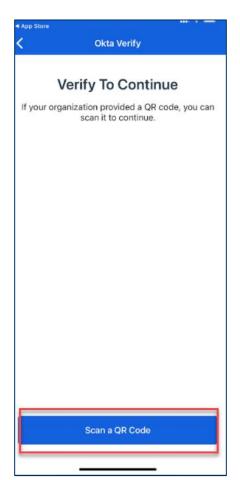
Okta

How it works

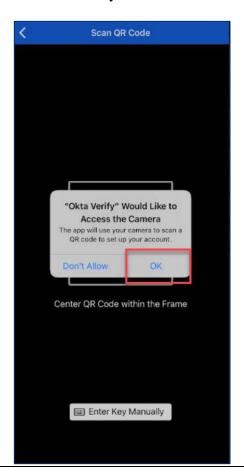
When you access your organization's apps, use Okta Verify to confirm your identity.



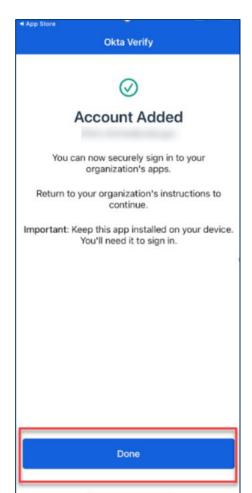
9. Tap on Scan a QR Code.



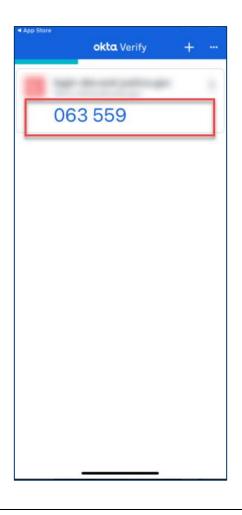
10. Tap **OK** to authorize the Okta Verify app to have access to your camera.



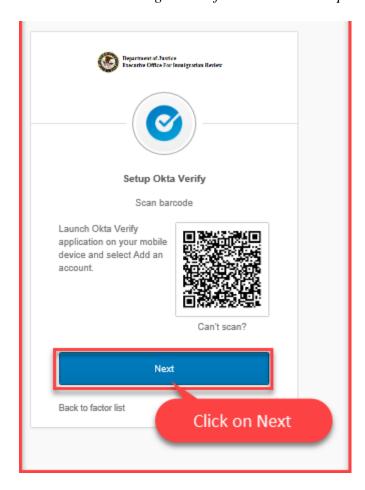
11. Scan the QR Code displayed on your web browser (page 15). Once the QR code is successfully scanned, you will see the following page on your mobile device. Tap **Done**.



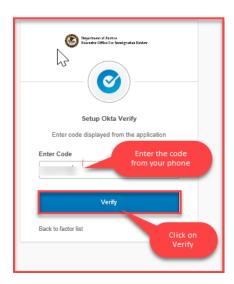
12. You will see a page with a six-digit numeric code, which will need to be entered into your web browser. This code will expire after a certain amount of time.



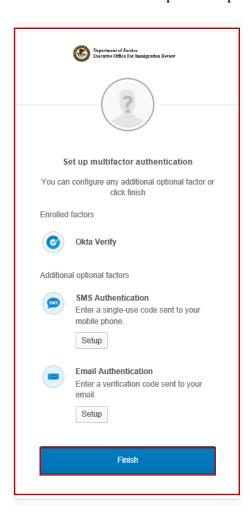
13. Go back to your web browser. Click on **Next**. (Note: If your session is timed out, log in to OCAHO Portal again and follow the same steps to this page.)



14. Enter the six-digit numeric code that is currently displayed on your Okta Verify app on your mobile device. Enter the code before the time expires. Click on **Verify** once the code is entered.



15. Click **Finish** to complete setup for Okta Verify authentication.

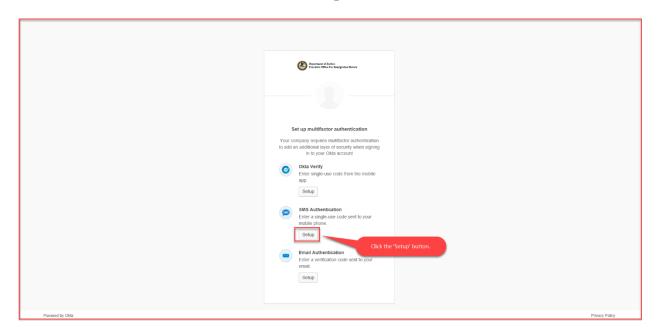


Note: While you are welcome to set up multiple types of multifactor authentication, only one is required. SMS will be covered in <u>Section 1.2</u>; Email will be covered in <u>Section 1.3</u>.

If you do not need to set up SMS or email, please go to <u>Section 1.4 Completing Multifactor</u> Authentication and Setup.

1.2 Setting up Multifactor Authentication – SMS

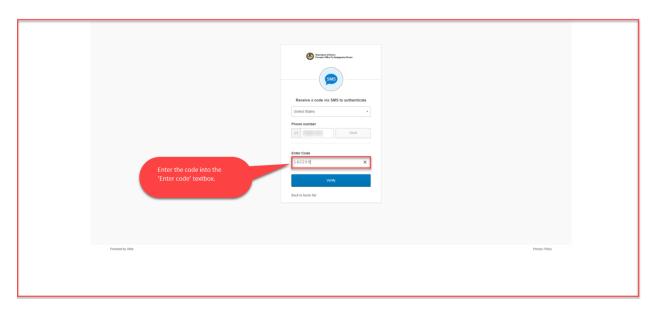
1. Under SMS Authentication, click on the **Setup** button.



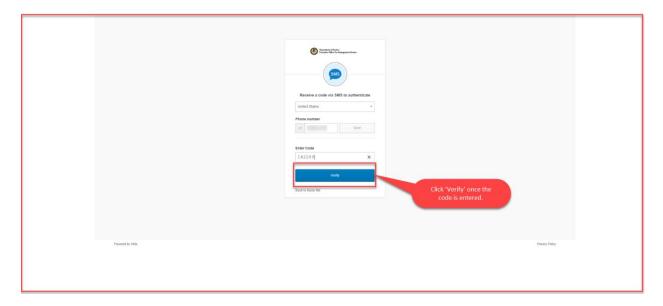
2. Enter your mobile phone number, then click on the **Send code** button.



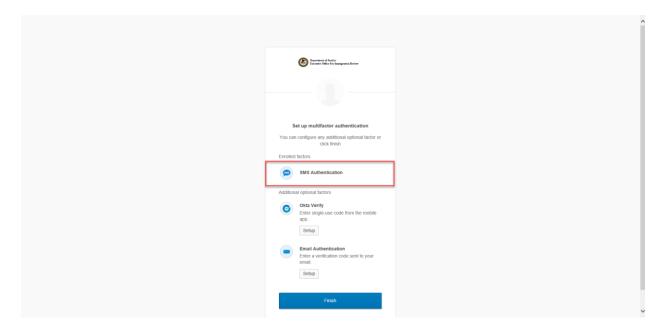
3. On your mobile device, open the SMS texting app. You will receive a SMS with a six-digit verification code. Enter the code into the **Enter code** textbox.



4. Click **Verify** once the code is entered.



5. You will then be directed to the following page. Notice that 'SMS Authentication' is now under the Enabled Factors header.



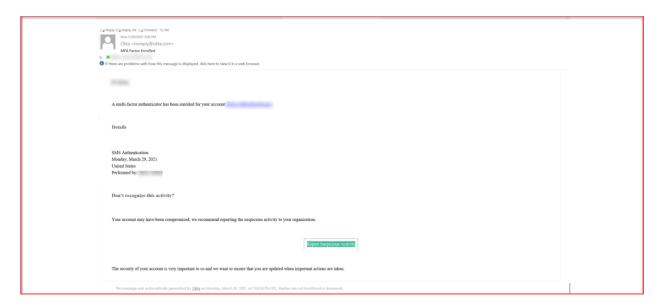
1.3 Setting up Multifactor Authentication – Email

Setting up Email multifactor authentication is similar to SMS. Follow the steps below, and see Section 1.2 for visuals.

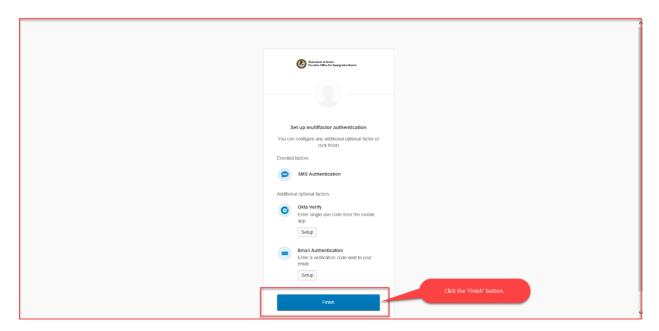
- Under Email Authentication, click on the **Setup** button.
- Click on the **Send me the code** button.
- Open your email application. You will receive an email with a six-digit verification code. Enter the code into the **Enter code** textbox.
- Click **Verify** once the code is entered.
- You will then be directed to a page where 'Email Authentication' is under the Enabled Factors header.

1.4 Completing Multifactor Authentication and Setup

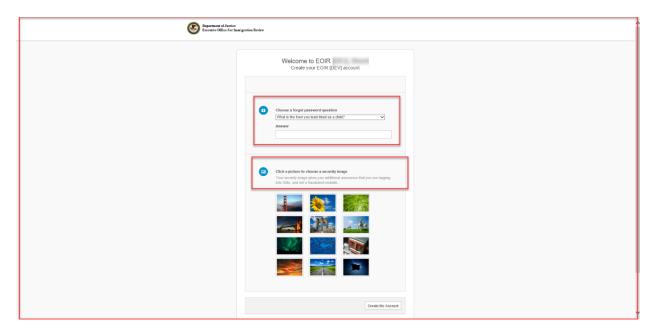
You will receive an email to notify you that the multifactor authentication device has been enrolled on the account.



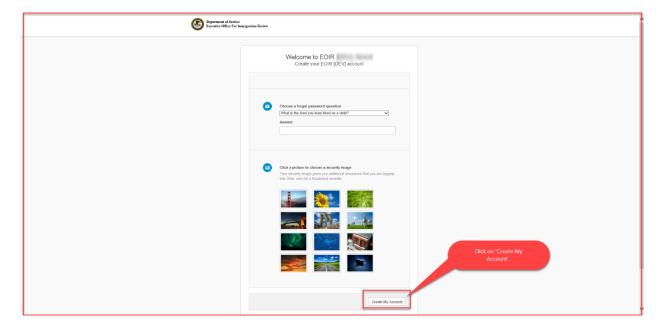
1. In your web browser, click on the **Finish** button.



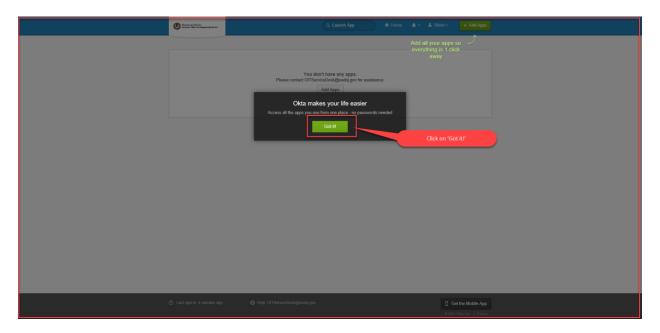
2. The following page with two security questions will be displayed. Select a security question from the dropdown that you can remember for future reference. Place your answer in the **Answer** text box. Select a picture that you will remember for the future reference. You will need to remember these in case you forget your password.



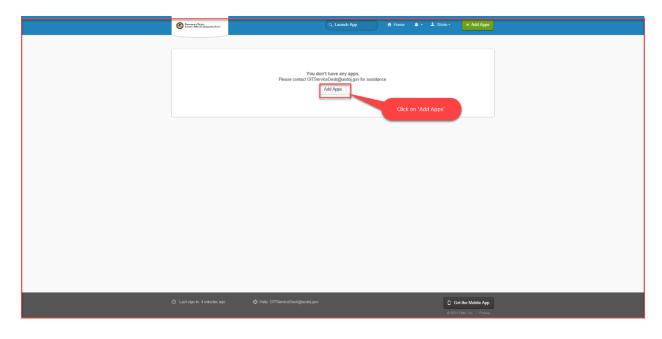
3. Click on Create My Account.



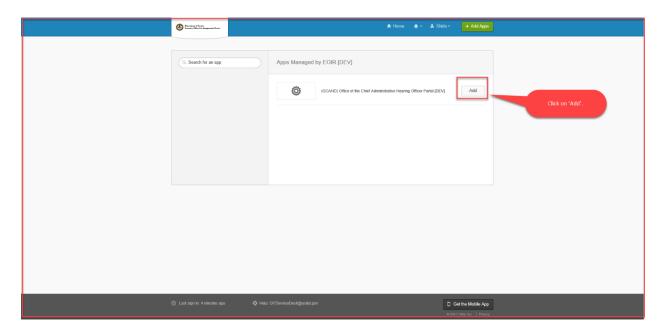
4. The following page will be displayed. Click on Got it!



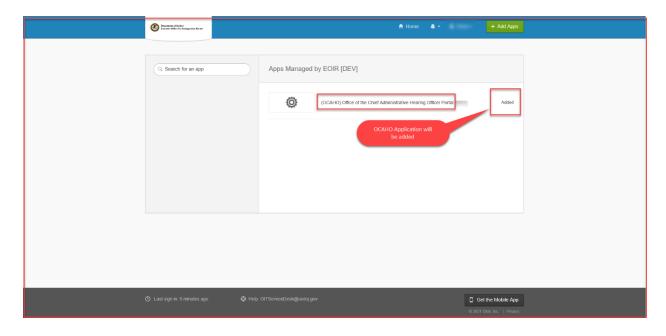
5. Click on **Add Apps**.



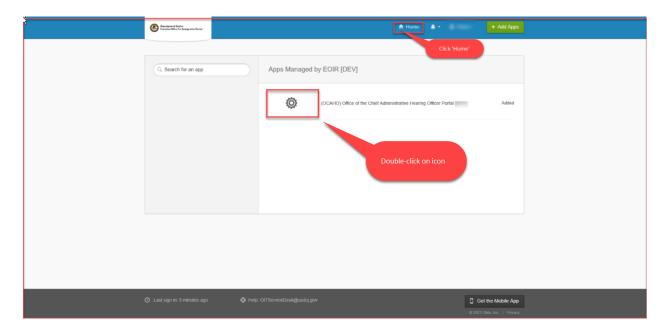
6. Click on Add.



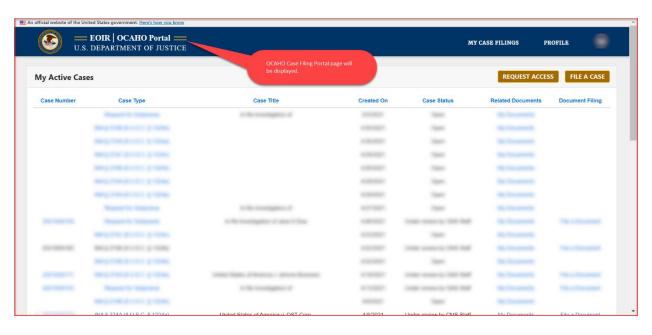
7. The selected item will be added.



8. Click on **Home**. Double-click on the OCAHO Portal icon.



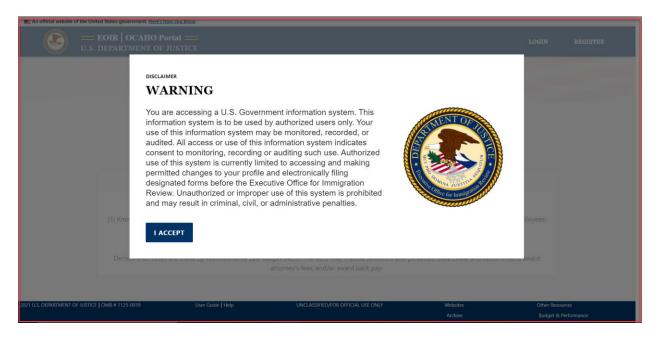
The My Active Cases page of OCAHO Portal will be displayed.



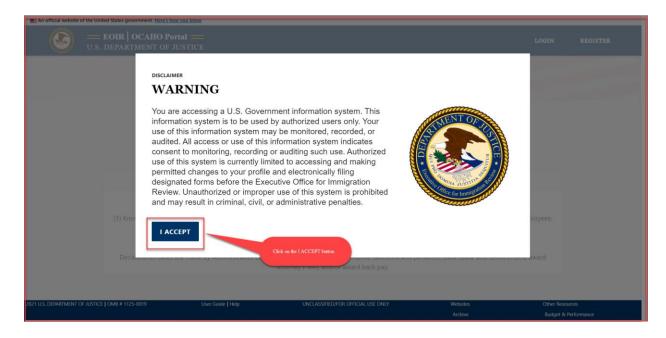
2. Filing Case Type A

1. Open https://ocaho.eoir.justice.gov/.

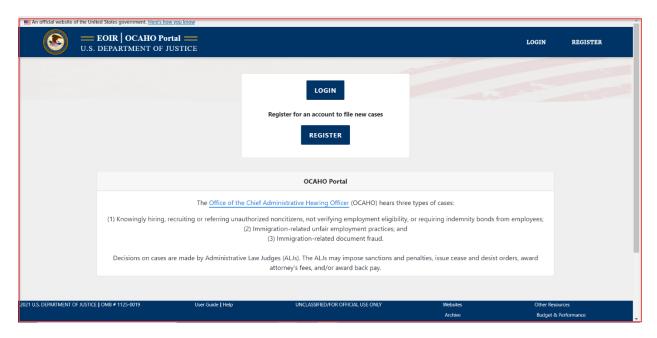
The **Disclaimer WARNING** pop-up message will be displayed.



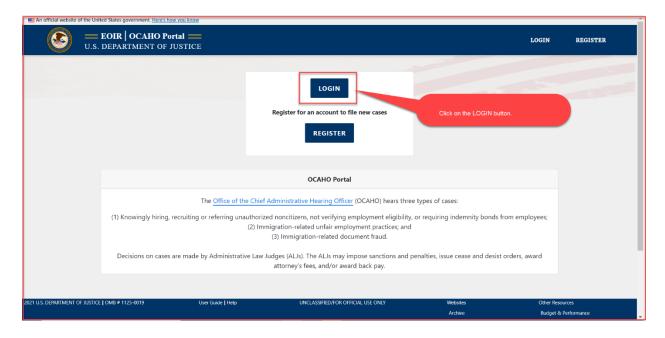
2. Click on the **I ACCEPT** button.



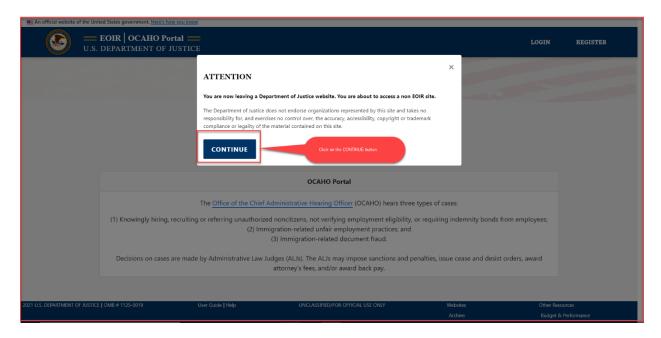
The OCAHO Portal Login/Registration page will be displayed.



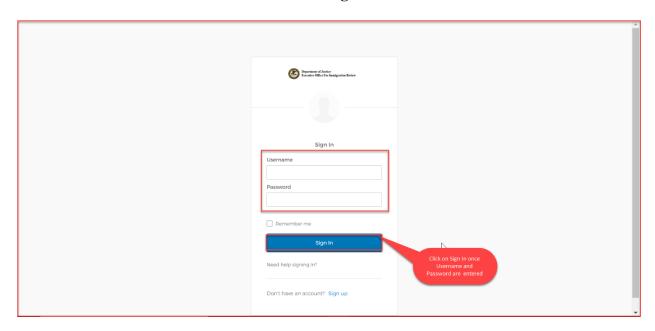
3. Click on the **LOGIN** button.



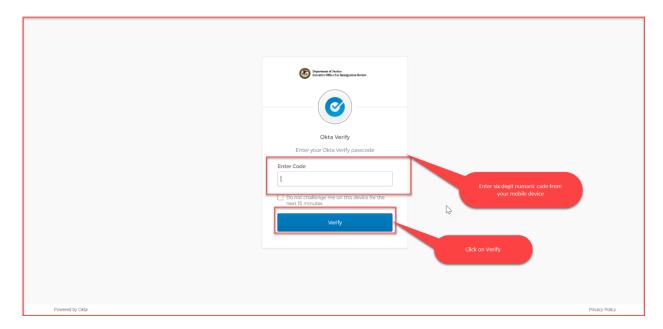
4. Click on the **CONTINUE** button.



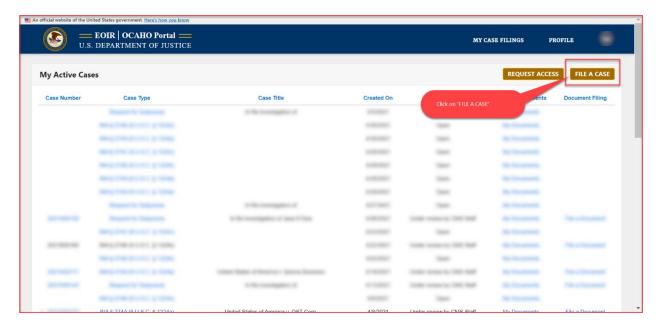
5. Enter Username and Password. Click on the **Sign In** button.



6. For multifactor authentication, enter the six-digit numeric code from your Okta Verify app, SMS, or email. Click on the **Verify** button.



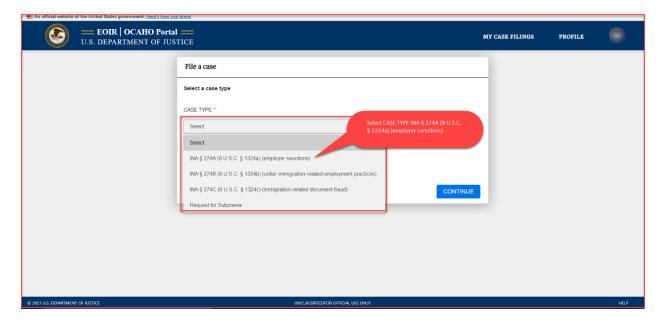
7. The **My Active Cases** page will be displayed. Click on the **FILE A CASE** button.



2.1 Selecting a Case Type

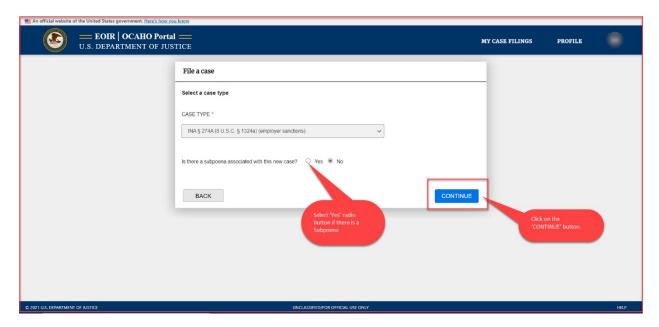
1. From the **File a case** panel, select 'INA § 274A (8 U.S.C. § 1324a) (employer sanctions)' from the CASE TYPE dropdown list.

Note: Click on the dropdown arrow to show the Case Type.



2. Select the **Yes** radio button if there is a Subpoena; otherwise, click on the **CONTINUE** button.

Note: If you select Yes, at the end of the form you will need to fill in Subpoena information.



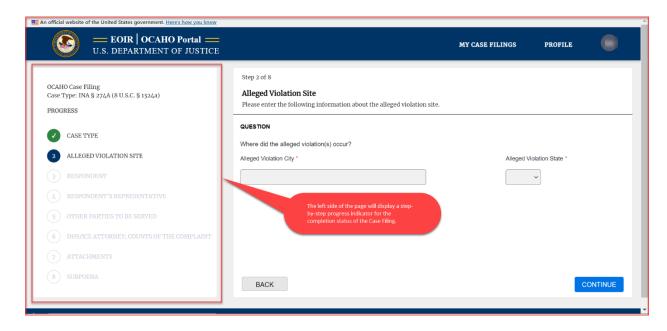
3. A pop-up message will be displayed stating 'You are creating a new Case. Do you want to proceed?' Click on the **OK** button.



The **Alleged Violation Site** section will be displayed. The left side of the page will show a step-by-step progress indicator for the completion status of the Case Filing. On this page, the indicator will show the current step as 2. The subsequent steps are grayed out.

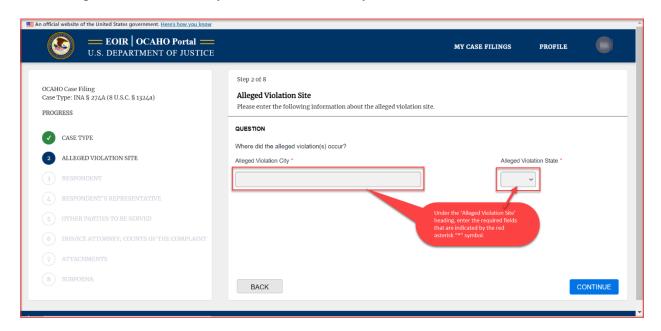
The Case Type A form consists of 7 or 8 steps. If the **Yes** radio button was selected on the initial step, then SUBPOENA will be displayed as step 8. These steps appear as follows:

- 1 CASE TYPE
- 2 ALLEGED VIOLATION SITE
- **3 RESPONDENT**
- 4 RESPONDENT'S REPRESENTATIVE
- 5 OTHER PARTIES TO BE SERVED
- 6 DHS/ICE ATTORNEY; COUNTS OF THE COMPLAINT
- 7 ATTACHMENT

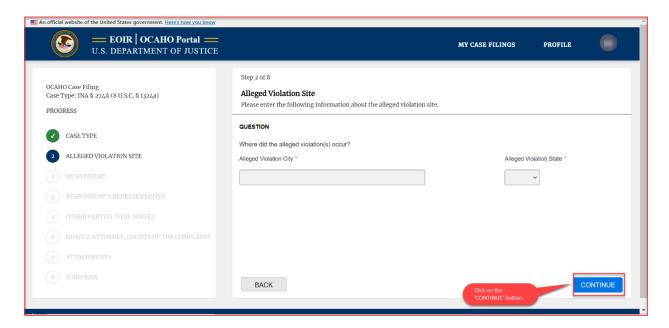


2.2 Adding Alleged Violation Site

1. In the **Alleged Violation Site** section, type in the Alleged Violation City. For Alleged Violation State, click on the dropdown and select the corresponding state. Both these fields are required, as indicated by the red asterisk "*" symbol.

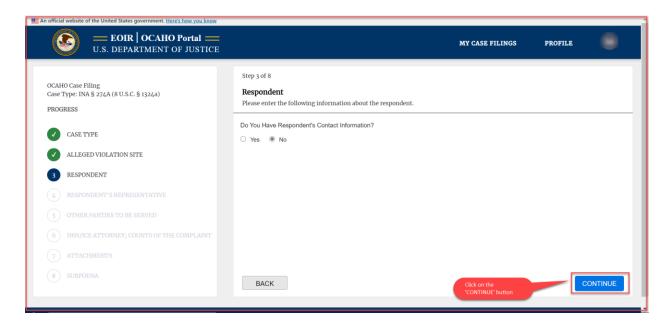


2. Click on the **CONTINUE** button.

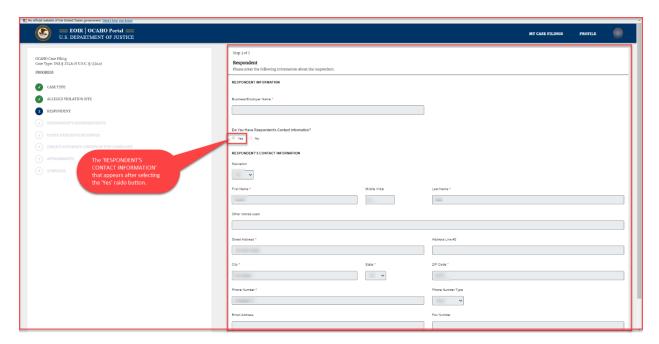


2.3 Adding a Respondent

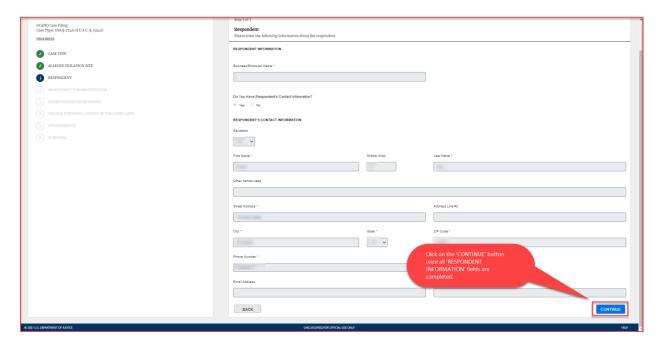
1. The **Respondent** section will be displayed. If you do not have the respondent's contact information, leave the default selection of 'No' and click **CONTINUE** to skip the rest of the fields in this section.



2. If you have contact information, select the **Yes** radio button. The RESPONDENT'S CONTACT INFORMATION section will be displayed. Complete all fields that you can. Required fields are indicated by the red asterisk "*" symbol.

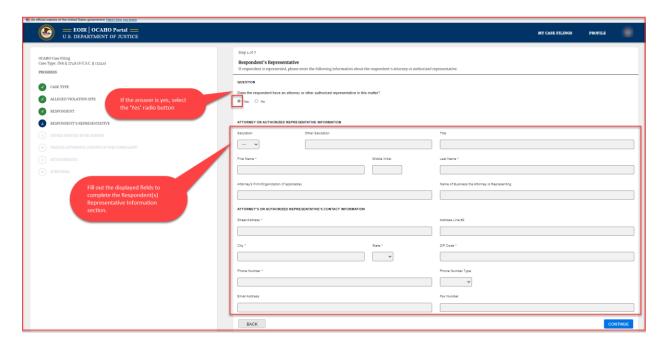


3. Click on the **CONTINUE** button once all fields are completed.

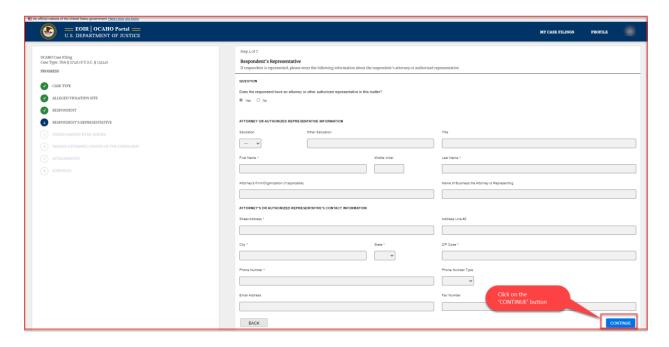


2.4 Adding a Respondent's Representative

1. The question 'Does the respondent have an attorney or other authorized representative in this matter?' will be displayed. Select either the **No** radio button or **Yes** radio button. If you select **Yes**, fill in the displayed fields with information about the Respondent's Representative. Required fields are indicated by the red asterisk "*" symbol.

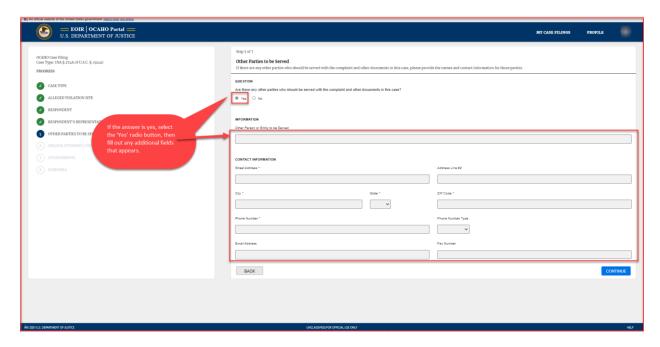


2. Click on the **CONTINUE** button once all information is entered.

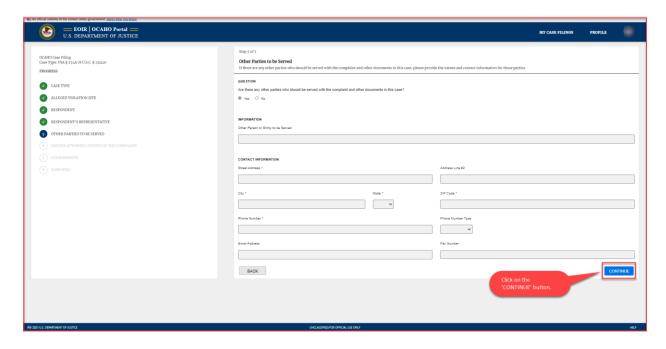


2.5 Adding Other Parties to be Served

1. The **Other Parties to be Served** section will be displayed, with the question 'Are there any other parties who should be served with the complaint and other documents in this case?' Select either the **No** radio button or **Yes** radio button. If you select **Yes**, fill in the displayed fields with information about the other parties. Required fields are indicated by the red asterisk "*" symbol.

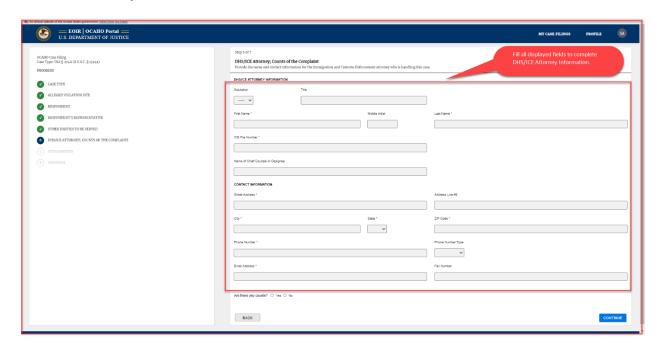


2. Click on the **CONTINUE** button once all information is entered.

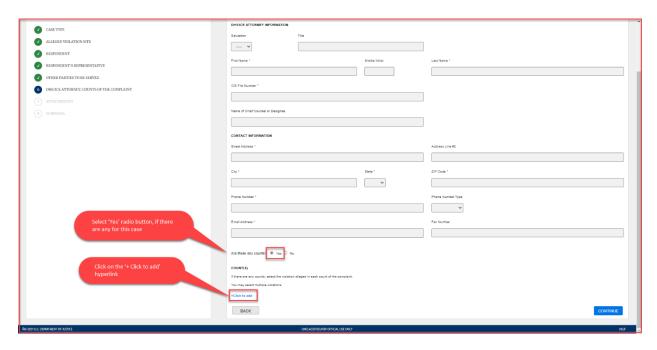


2.6 Adding DHS/ICE Attorney; Counts of the Complaint

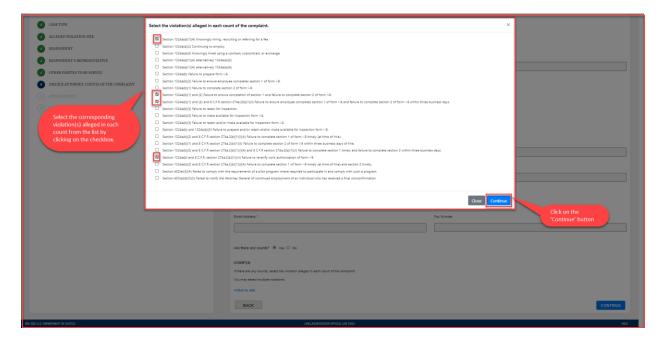
1. The **DHS/ICE Attorney**; **Counts of the Complaint** section is displayed. Fill in the fields with information about the DHS/ICE attorney. Required fields are indicated by the red asterisk "*" symbol.



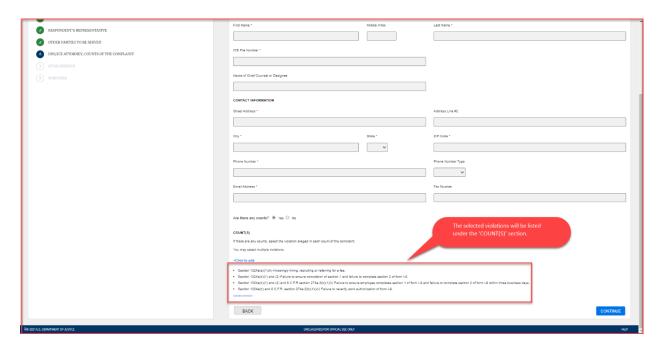
2. At the bottom of the section, the question 'Are there any counts?' is displayed. Select either the **No** radio button or **Yes** radio button. If you select **Yes**, click on the + **Click to add** hyperlink.



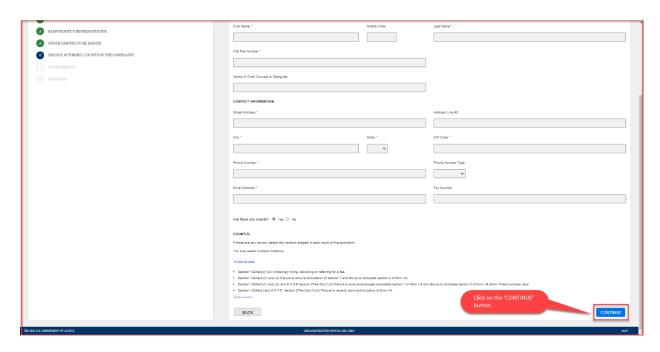
3. The violation list will be displayed. Select the corresponding violation(s) alleged in each count from the list by clicking on the appropriate checkbox. Select all that apply. Click on the **CONTINUE** button when completed.



The selected violations will be listed under the **COUNT(S)** section.



4. Click on the **CONTINUE** button.



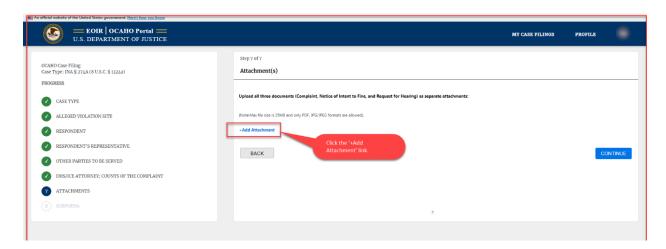
2.7 Adding Attachments

The **Attachment(s)** section will be displayed. You will need to attach the following documents:

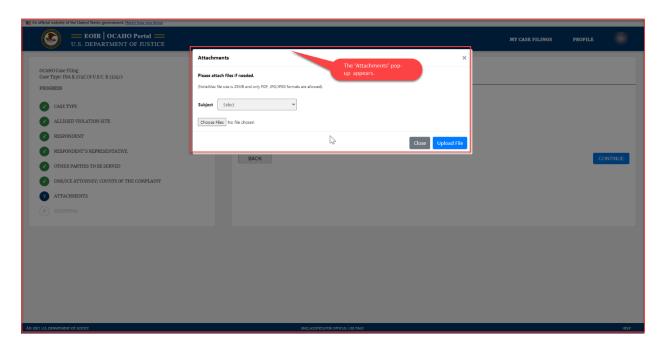
- Complaint
- Notice of Intent to Fine
- Request for Hearing

Note: The maximum file size is 25MB and only PDF or JPG/JPEG formats are allowed.

1. Click on the +Add Attachment link.

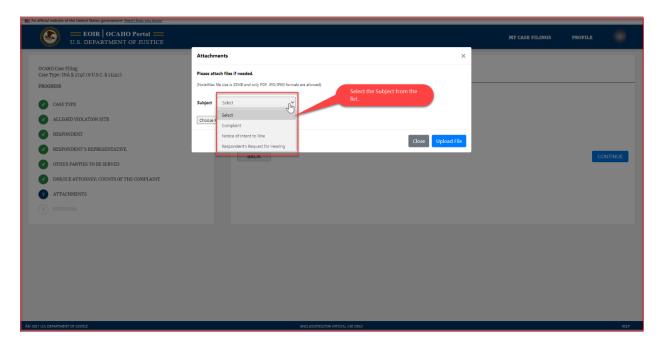


The **Attachments** pop-up will be displayed.

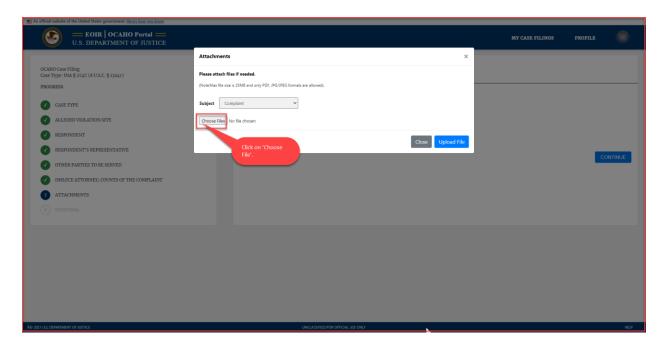


2. Click on the 'Subject' dropdown arrow. Select the Subject from the list.

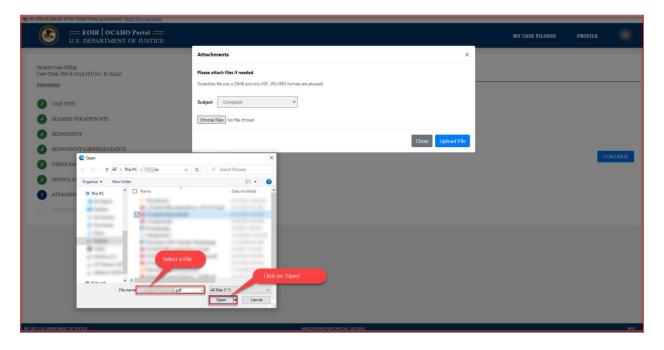
Note: You are required to add all the documents listed on the Subject dropdown.



3. Click on the **Choose File** button.

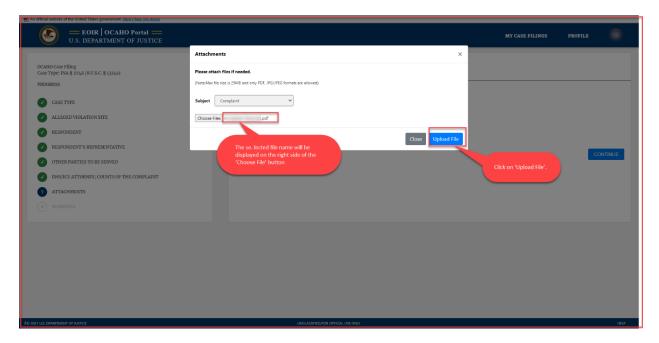


4. Select the appropriate file to upload using File Explorer.

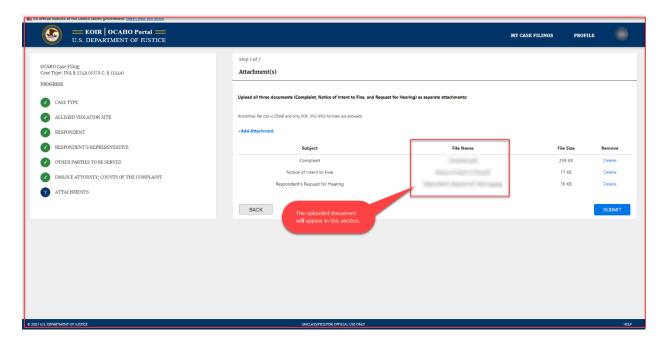


5. The selected file name will be displayed to the right of the **Choose File** button. Click on the **Upload File** button.

Note: You can only upload one file at a time.



6. The uploaded document will appear in the **Attachment(s)** section.



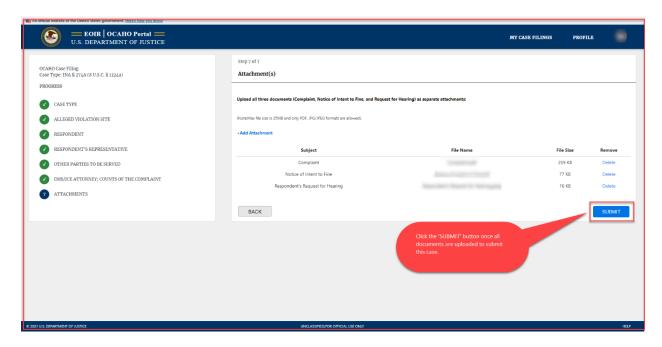
7. Repeat the steps in <u>Section 2.7 Adding Attachments</u> until all required documents are uploaded.

2.8 Submitting a Case

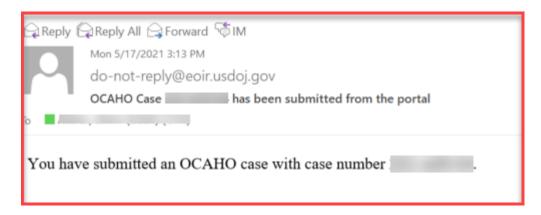
If you selected **No** to the Subpoena question from <u>Section 2.1 Selecting a Case Type</u>, the **SUBMIT** button will be displayed.

1. Click on the **SUBMIT** button once all documents are uploaded to submit this case.

Note: Once a case is submitted, you can view the case on the My Active Cases page.



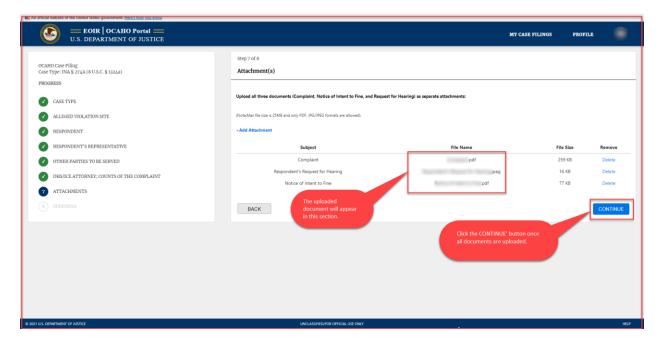
After a few minutes, an automated email will be sent to the filer stating that an OCAHO case has been submitted with the auto-generated case number.



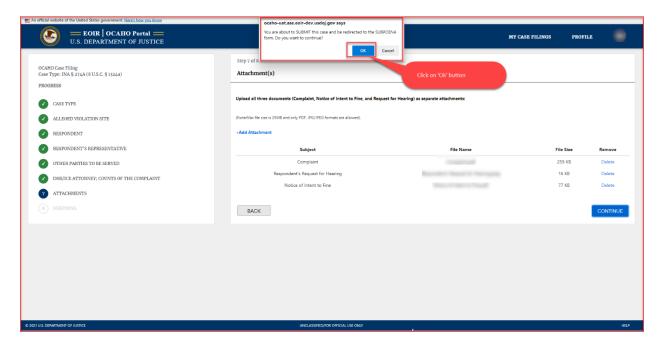
2.9 Adding a Subpoena

If you selected **Yes** to the Subpoena question from <u>Section 2.1 Selecting a Case Type</u>, the **CONTINUE** button will be displayed.

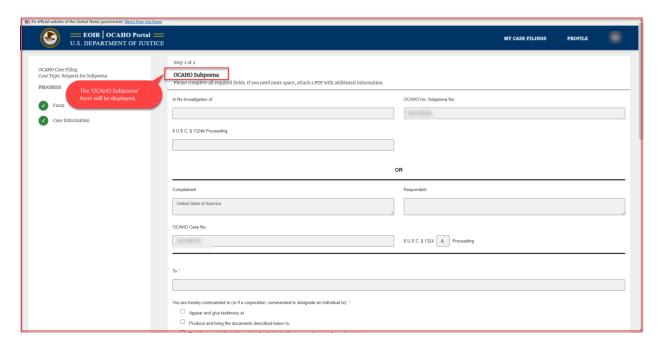
1. Click on the **CONTINUE** button once all documents are uploaded.



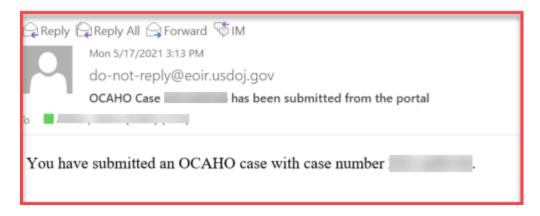
2. A pop-up will be displayed. Click on the **OK** button. This will both submit the case and cause the **OCAHO Subpoena** section to be displayed.



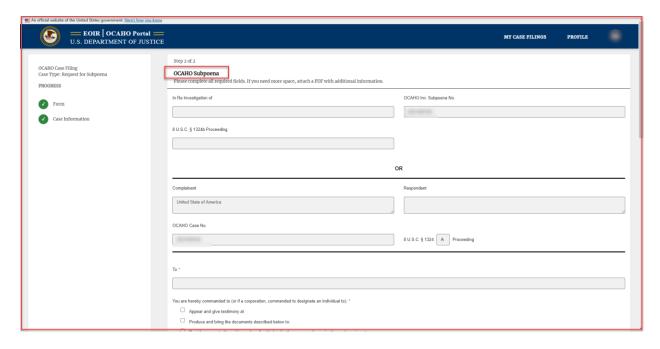
The **OCAHO Subpoena** section will be displayed.



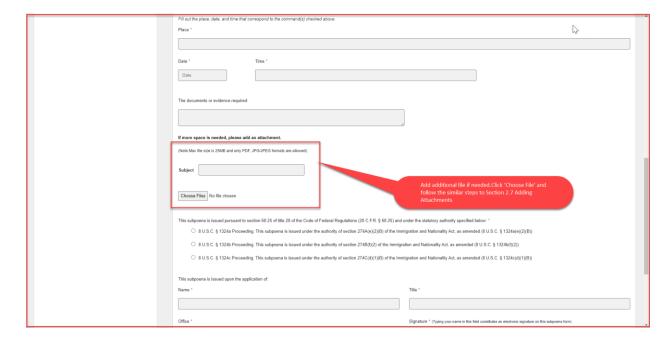
After a few minutes, an automated email will be sent to the filer stating that an OCAHO case has been submitted with the auto-generated case number.



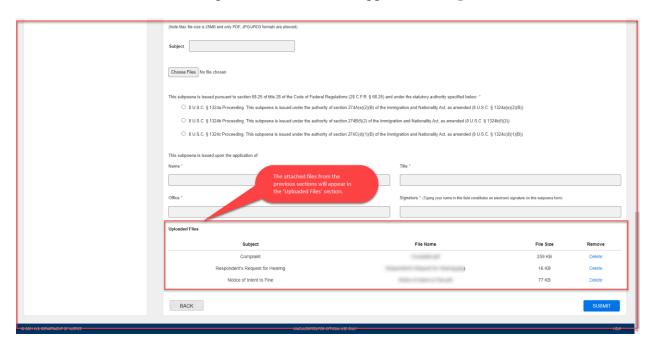
3. In the **OCAHO Subpoena** section, fill in all relevant information in regards to the subpoena. Required fields are indicated by the red asterisk "*" symbol.



4. A supplemental file can be attached on this page if there is not enough space on the current form. Click the **Choose File** button and follow the similar steps in <u>Section 2.7 Adding Attachments</u>.



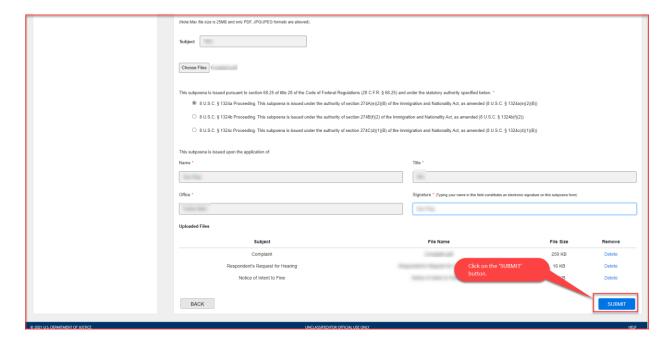
5. The attached files from the previous sections will appear in the **Uploaded Files** section.



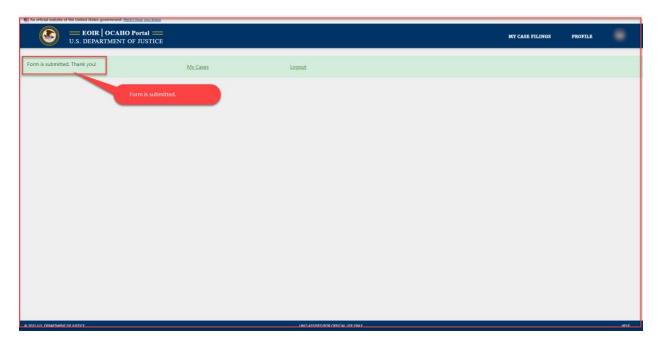
2.10 Submitting a Subpoena

1. Click on the **SUBMIT** button once all information is completed.

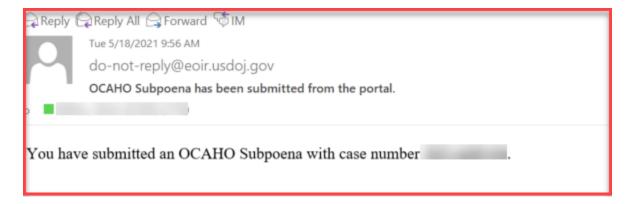
Note: Once a subpoena is submitted you can view the case and subpoena on the **My Active** Cases page.



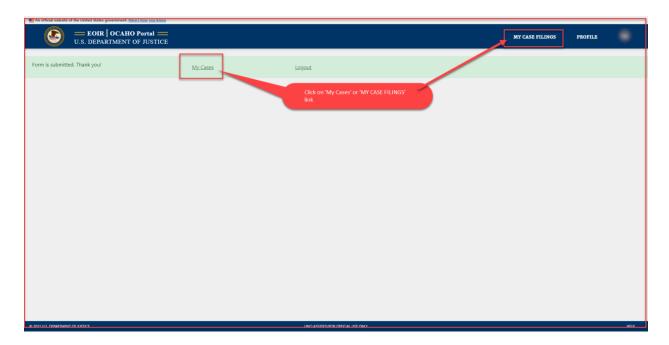
A message will be displayed stating that the form is submitted.



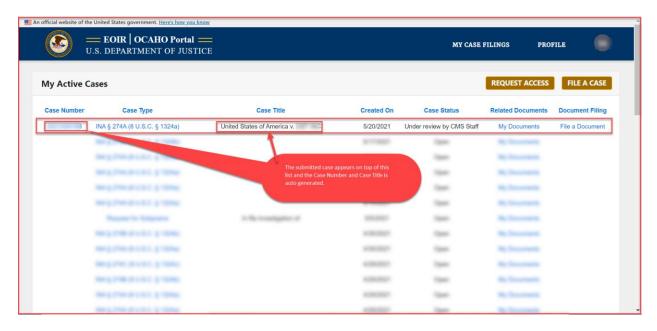
After a few minutes, an automated email will be sent to the submitter stating that 'OCAHO Subpoena has been submitted from the portal.



2. You can navigate to the **My Active Cases** page by clicking on either the <u>My Cases</u> link or the **MY CASE FILINGS** link.

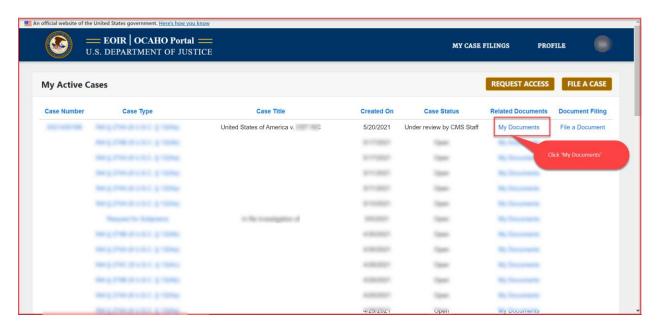


The **My Active Cases** page will be displayed. Notice that the submitted case appears on top of this list and the Case Number and Case Title are auto-generated.

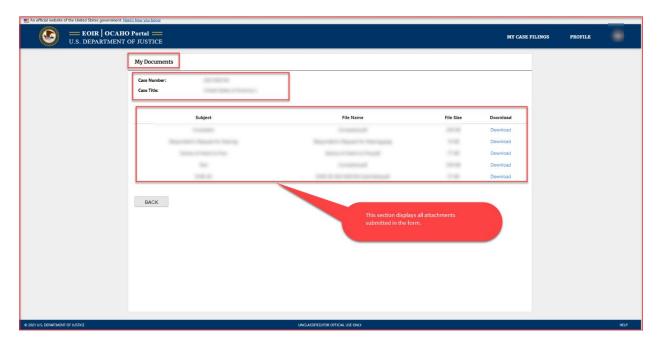


2.11 Viewing a Summary of the Case

1. Click on **My Documents** on the corresponding Case to view a summary of the case details.

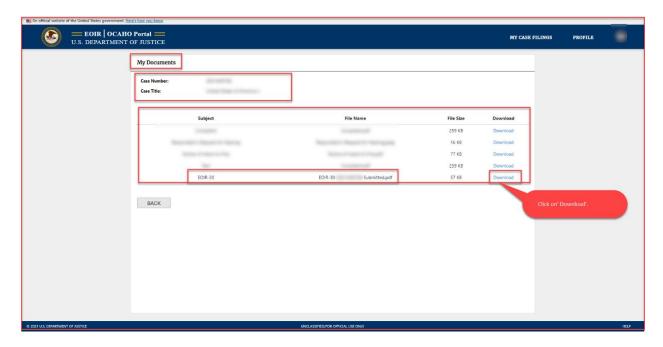


The **My Documents** page with the corresponding Case Number and Case Title is displayed. This page displays all of the documents associated with this case.

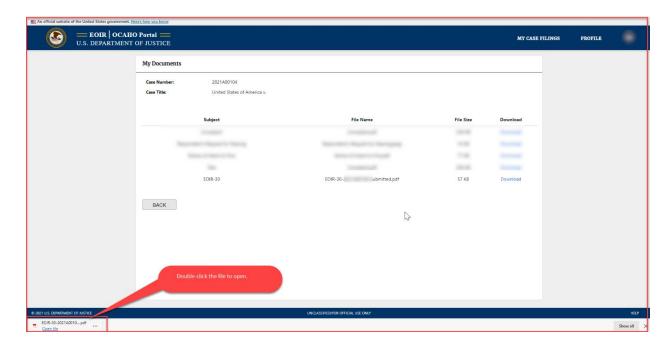


2. Click **Download** if you would like to download and view any document.

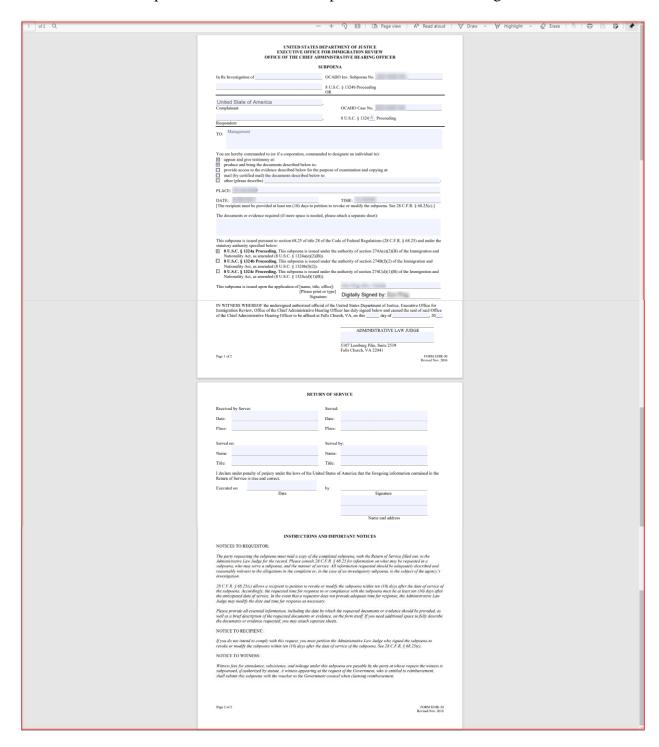
Note: You may see that there is another file with Subject: EOIR -30 and the following suffix in the File Name: ***-Submitted.pdf. This will only appear if you have submitted a subpoena. This auto-generated PDF document is a subpoena form with pre-filled fields. Click **Download** to view the Subpoena.



3. At the bottom of the screen, in the gray bar, double-click the file to open it.

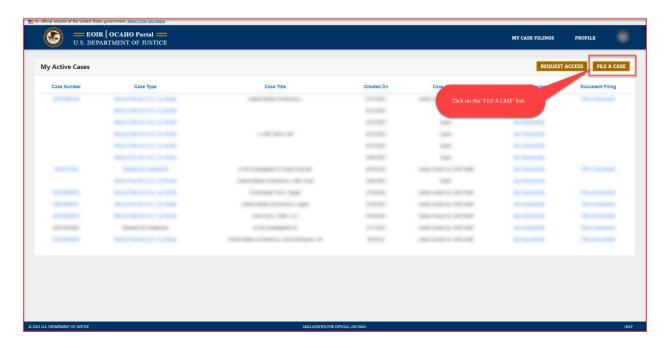


The downloaded subpoena file has some values pre-filled from Case Filings.



3. Filing Case Type B

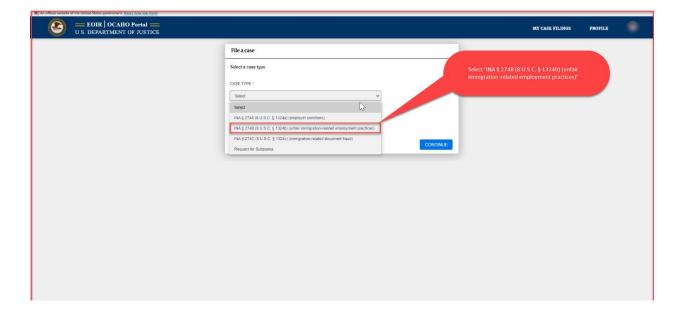
1. Open https://ocaho.eoir.justice.gov/ and follow Steps 1 through 6 in Filing Case Type A to log into OCAHO Portal. The My Active Cases page will be displayed. Click on the FILE A CASE button.



3.1 Selecting a Case Type

1. From the **File a case** panel, select 'INA § 274B (8 U.S.C. § 1324b) (unfair immigration-related employment practices)' from the CASE TYPE dropdown list.

Note: Click on the dropdown arrow to show the Case Type.

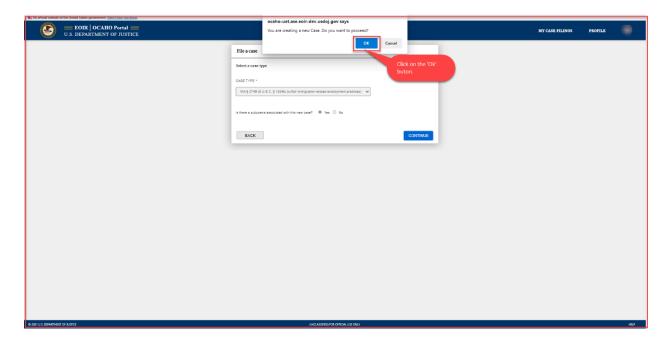


2. Select the **Yes** radio button if there is a Subpoena; otherwise, click on the **CONTINUE** button.

Note: If you select **Yes**, at the end of the form you will need to fill in Subpoena information.



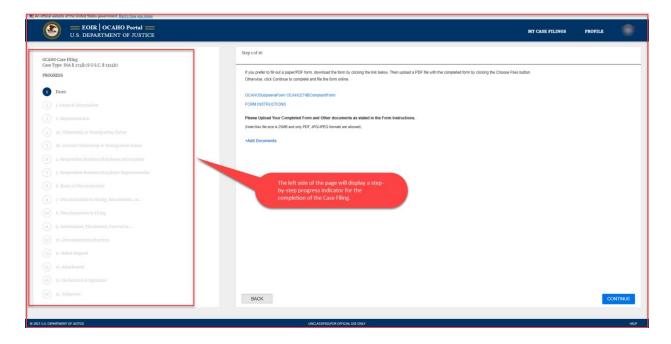
3. A pop-up message will be displayed stating 'You are creating a new Case. Do you want to proceed?' Click on the **OK** button.



The **Step 1** section will be displayed. The left side of the page will show a step-by-step progress indicator for the completion status of the Case Filing. On this page, the indicator will show the current step as 1. The subsequent steps are grayed out.

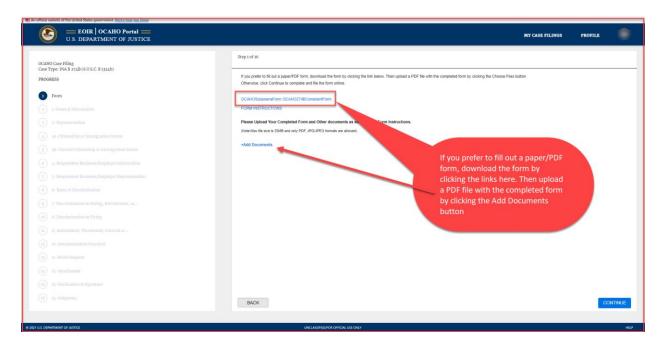
The Case Type B form consists of 15 or 16 steps. If the **Yes** radio button was selected on the initial step, then Subpoena will be displayed as step 16. These steps appear as follows:

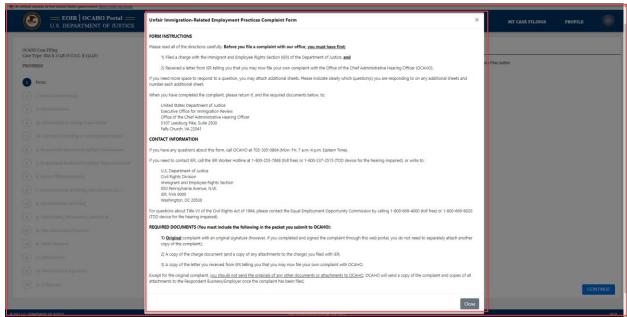
- 1 Form
- 2 General Information
- 3 Representation
- 4 3a Citizenship or Immigration Status
- 5 3b Current Citizenship or Immigration Status
- 6 Respondent Business/Employer Information
- 7 Respondent Business/Employer Representation
- 8 Basis of Discrimination
- 9 Discrimination in Hiring, Recruitment, or...
- 10 Discrimination in Firing
- 11 Intimidated, Threatened, Coerced, or...
- 12 Documentation Practices
- 13 Relief Request
- 14 Attachment
- 15 Declaration & Signature



3.2 Filling out a Paper/PDF Form

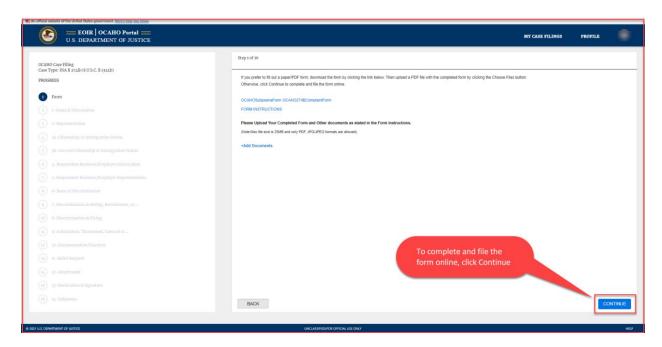
1. If you prefer to fill out a paper/PDF form, download the form by clicking the links presented in Step 1. Then upload a PDF file with the completed form by clicking the +**Add Documents** link. There is also a **FORM INSTRUCTIONS** link to information to assist with completing the paper form.





3.3 Completing and Filing the Form Online

1. If you prefer to complete and file the form online, click on the **CONTINUE** button.



- 2. Use <u>Filing Case Type A</u> as a reference guide to continue filing Case Type B.
- 3. Complete all remaining steps, filling in all information that you can. Required fields are indicated by the red asterisk "*" symbol. Click on the **CONTINUE** button when you have completed each section.
- 4. In the **Declaration and Signature** section, type in your name as an electronic signature and type in the date. Click on the **SUBMIT** button to submit this case.

Note: Once a case is submitted, you can view the case on the My Active Cases page.

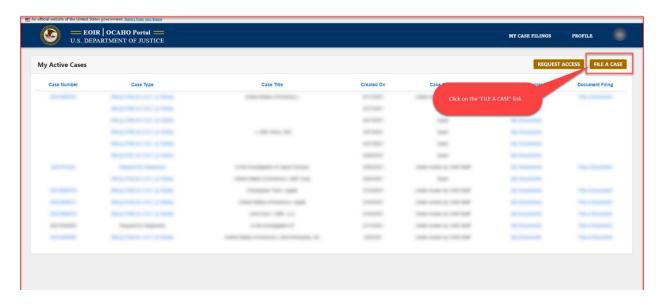
4. Filling Case Type C

- 1. Use <u>Filing Case Type A</u> beginning with step 1 as a reference guide to logging into OCAHO Portal and filing Case Type C.
- 2. Complete all steps, filling in all information that you can. Required fields are indicated by the red asterisk "*" symbol. Click on the **CONTINUE** button when you have completed each section.
- 3. In the **Declaration and Signature** section, type in your name as an electronic signature and type in the date. Click on the **SUBMIT** button to submit this case.

Note: Once a case is submitted, you can view the case on the My Active Cases page.

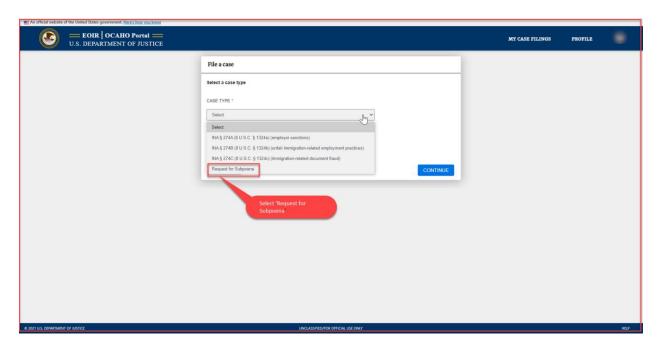
5. Filing a Subpoena

1. Open https://ocaho.eoir.justice.gov/ and follow Steps 1 through 6 in Filing Case Type A to log into OCAHO Portal. The My Active Cases page will be displayed. Click on the FILE A CASE button.

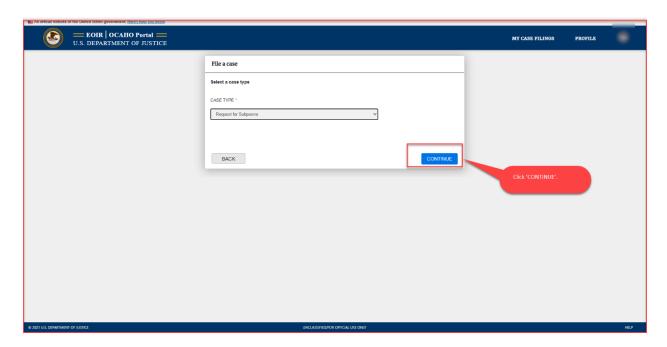


2. From the **File a case** panel, select 'Request for Subpoena' from the CASE TYPE dropdown list.

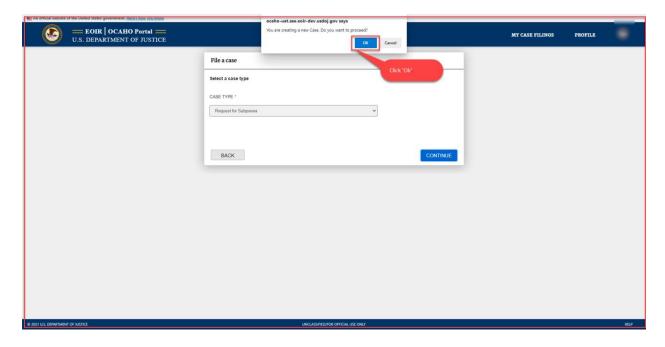
Note: Click on the dropdown arrow to show the Case Type.



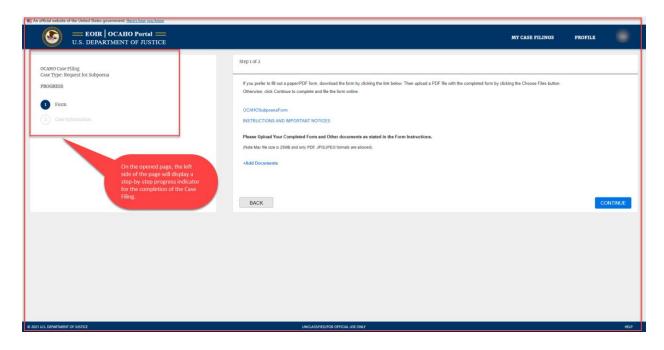
3. Click on the **CONTINUE** button.



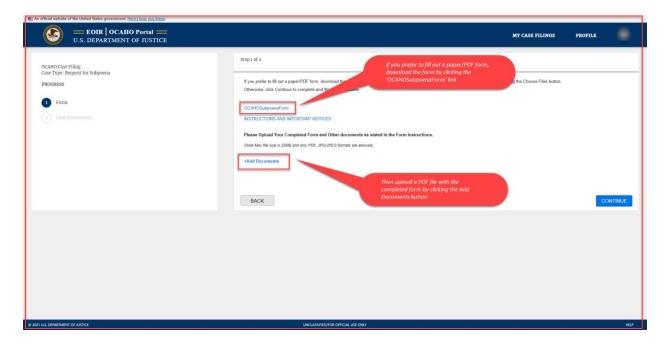
4. A pop-up message will be displayed stating 'You are creating a new Case. Do you want to proceed?' Click on the **OK** button.



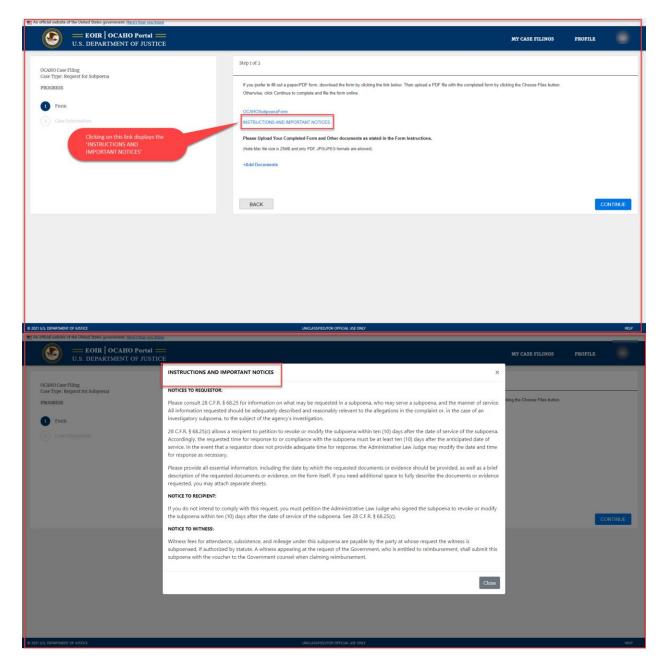
The **Step 1** section will be displayed. The left side of the page will show a step-by-step progress indicator for the completion status of the Request for Subpoena. On this page, the indicator will show the current step as 1. The subsequent steps are grayed out.



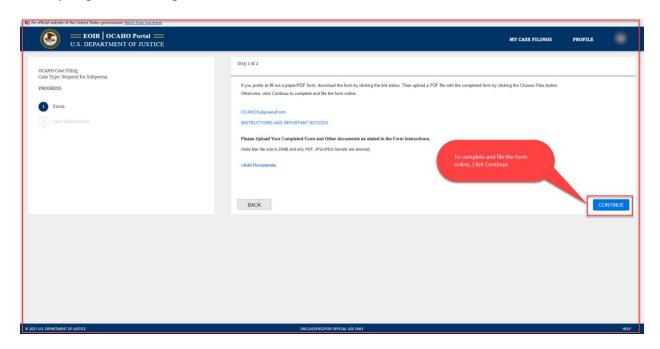
5. If you prefer to fill out a paper/PDF form, download the form by clicking the **OCAHOSubpoenaForm** link. Then upload a PDF file with the completed form by clicking the **+Add Documents** button.



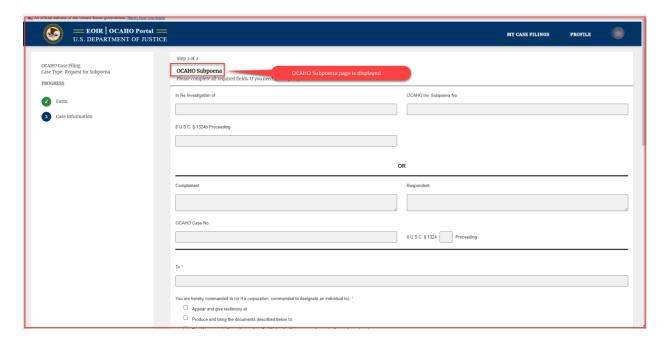
Note: Clicking on the **INSTRUCTIONS AND IMPORTANT NOTICES** link displays information to assist with completing the PDF form.



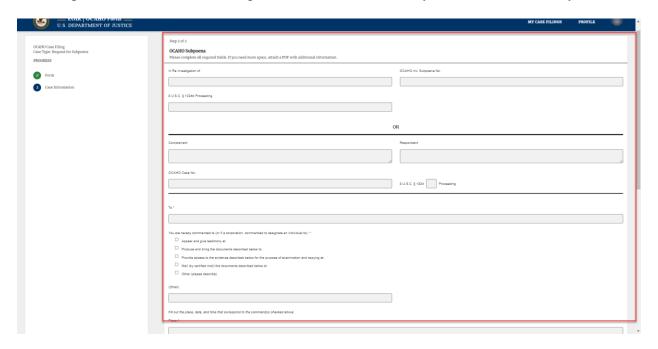
6. If you prefer to complete and file the form online, click on the **CONTINUE** button.



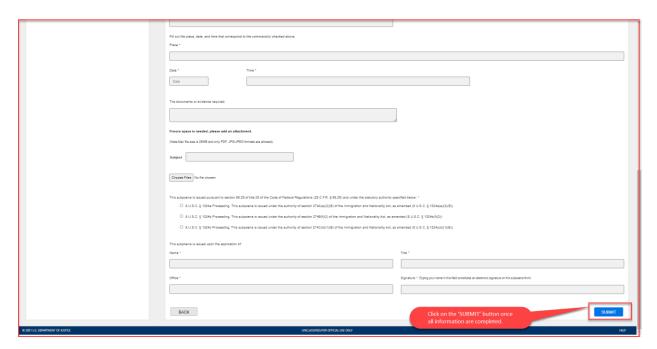
The **OCAHO Subpoena** page will be displayed.



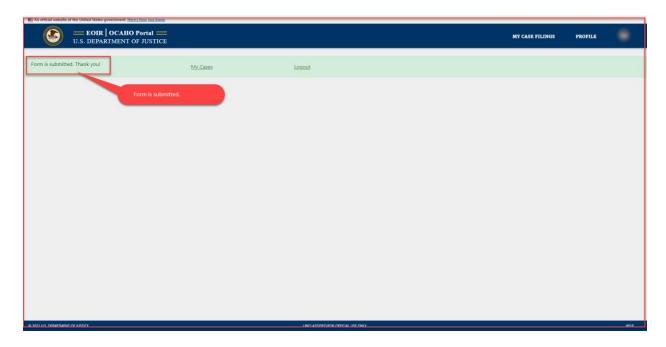
7. Complete all relevant fields. Required fields are indicated by the red asterisk "*" symbol.



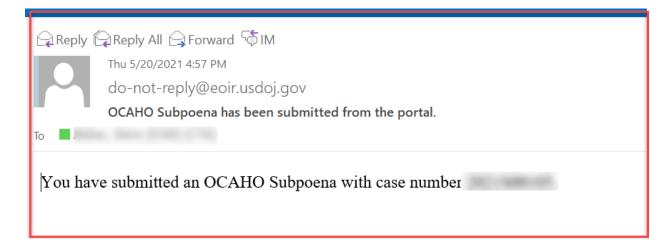
8. Click on the **SUBMIT** button once all information has been filled in.



A message stating 'Form is submitted. Thank you!' will be displayed.



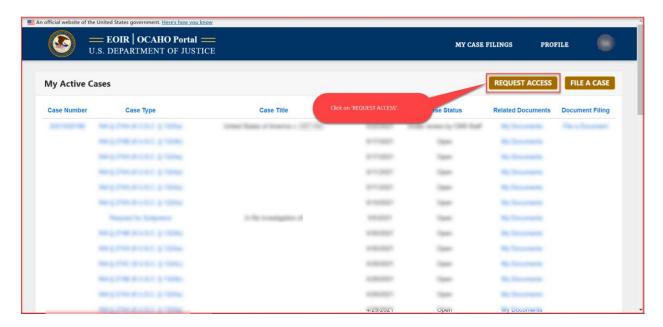
After a few minutes, an automated email will be sent to the filer stating that an OCAHO Subpoena has been submitted with the auto-generated case number.



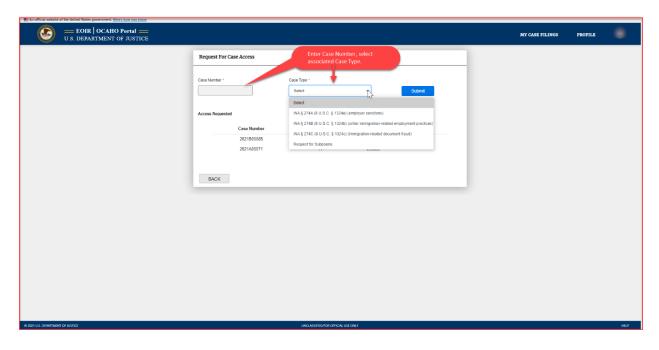
6. Requesting Access

As an OCAHO Portal user, you can request access to an existing case filed by someone other than you.

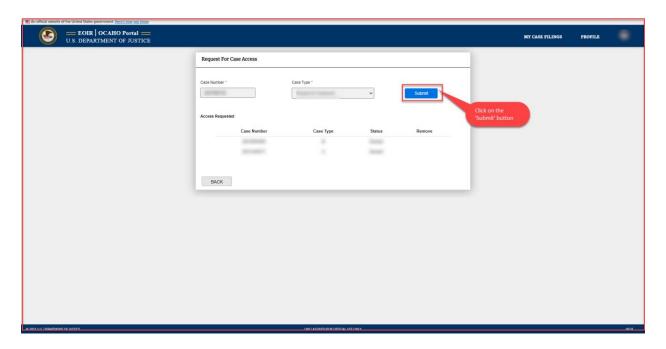
1. Open https://ocaho.eoir.justice.gov/ and follow Steps 1 through 6 in Filing Case Type A to log into OCAHO Portal. The My Active Cases page will be displayed. Click on the REQUEST ACCESS button.



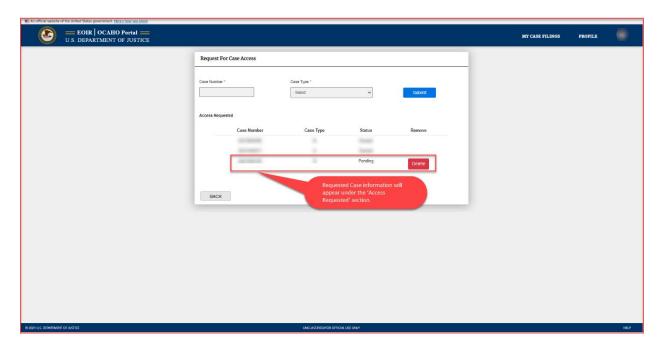
2. On the **Request For Case Access** page, enter the Case Number and then select the associated Case Type.



3. Click on the **SUBMIT** button.

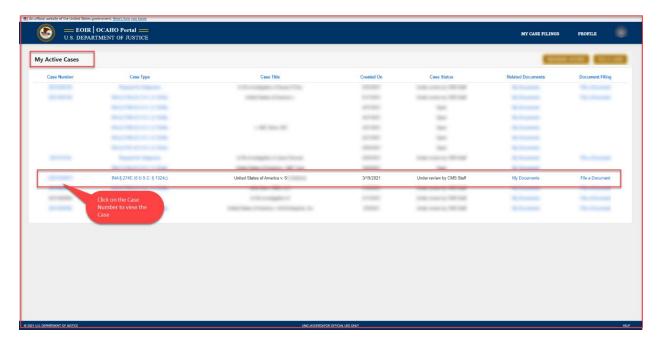


Requested Case information will appear under the **Access Requested** section.

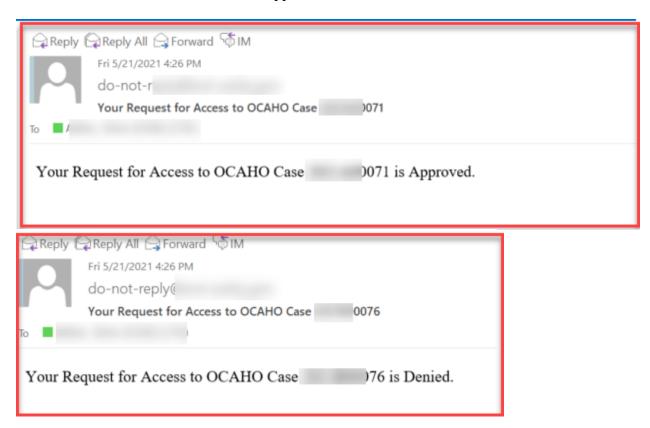


Note: After the admin/approver approves the requested case, the case will be displayed on the requester's **My Active Cases** page.

4. Click on **MY CASE FILINGS** on the top blue bar. The **My Active Cases** page will be displayed. Click on the Case Number to view the case.



After an EOIR admin/approver denies or approves access to the requested case, an automated email will be sent to the filer about the approval or denial.

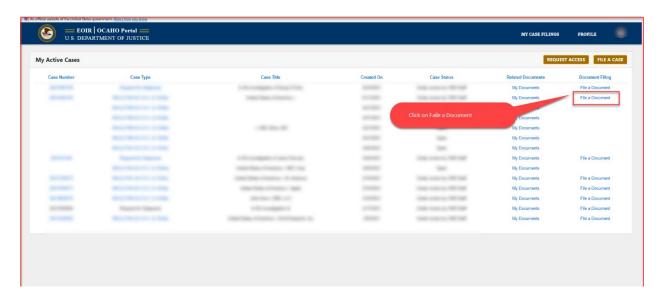


7. Filing a Motion and Viewing Associated Case Information

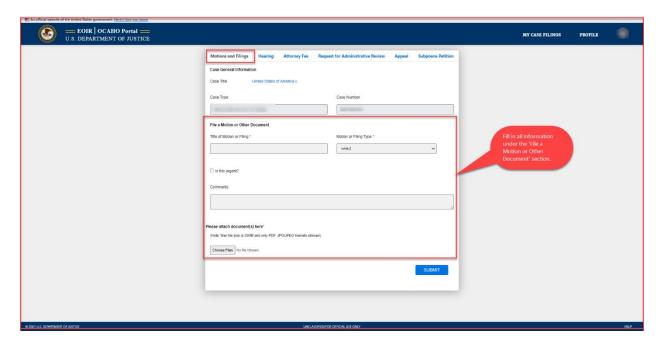
7.1 Filing a Motion

1. Open https://ocaho.eoir.justice.gov/ and follow Steps 1 through 6 in Filing Case Type A to log into OCAHO Portal. The My Active Cases page will be displayed. Click on File a **Document** link on the right side of the relevant Case.

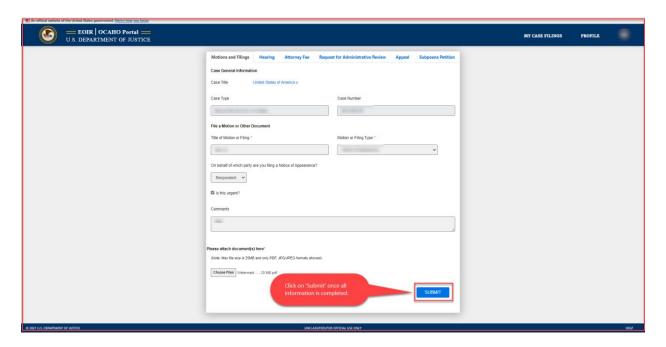
Note: This link will only appear if the Case has already been submitted.



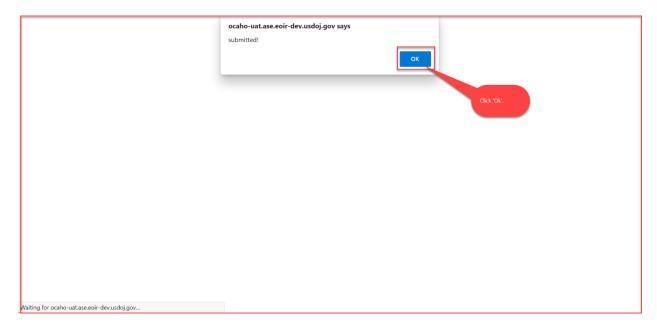
2. Confirm you are on the **Motion and Filings** tab. Fill in all relevant information. Required fields are indicated by the red asterisk "*" symbol. Attach any additional documentation if necessary.



3. Click on the **SUBMIT** button once all information is completed.



4. A pop-up will be displayed to indicate that the Motion is submitted. Click **OK**.



After a few minutes, an automated email will be sent to the filer stating that a motion to an OCAHO case has been submitted with the case number.



The remaining tabs have read-only information: Hearing, Attorney Fee, Request for Administrative Review, Appeal, and Subpoena Petition.

